

Residential Arrearage Management Program

If you currently have a past due bill and your income has been certified to be less than 60% of the state median income level, you may be eligible for a new program designed to eliminate your past due balance typically over a twelve month period. Eligible customers are required to pay a budget amount based on individual usage and your Fuel Assistance grant(s).

For more information call:
1-800-688-6160.


**Columbia Gas[®]
of Massachusetts**
A NiSource Company


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**Winter heating bills
can be a challenge
for a household
budget. Columbia
Gas wants you to
know that help is
available!**

www.ColumbiaGasMA.com

**If You Need
Help With Your Winter
Heating Costs...**

Help Is Available!


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The new name of Bay State Gas

A message from Stephen H. Bryant, President, Columbia Gas of Massachusetts



As I'm sure you noticed on the front cover of this brochure, the new name for Bay State Gas is Columbia Gas of Massachusetts. Only the name is different. Our commitment to helping customers manage their winter energy costs, especially during these difficult economic times, is unchanged.

If your family is struggling to cope with household finances and winter heating bills, you need to understand that *you are not alone* and that *help is available!* Fuel Assistance programs have increased eligibility requirements enabling many households to *qualify for the first time* – especially if there has been a change in employment status. And our numerous

Energy Efficiency programs and services can save you money for years to come!

Use the information and resources in this brochure to help you cope with your winter heating bills. And if you *are* having a problem, *don't ignore it*. Reach out to us and let us help you! Working together, we can all enjoy a warm and safe winter season.

Steve Bryant

For Columbia Gas Customers

■ Budget Payment Plan

One of the simplest and most convenient ways to manage your winter heating bills. The plan will spread your higher winter heating bills equally over twelve months. Access DirectLink at www.ColumbiaGasMA.com or 1-800-688-6160.

■ Personal Payment Plan

If you have a past-due balance on your account, Columbia Gas can customize a plan to help you pay down your balance over several months. Access DirectLink at www.ColumbiaGasMA.com or 1-800-688-6160.

■ Energy-saving Discounts

Take advantage of our Energy Efficiency programs and services to save money and energy for years to come!

Visit www.ColumbiaGasMA.com or call 1-800-232-0120 for information about available discounts on:

- High-efficiency heating and water heating equipment
- Programmable thermostats

For Income-eligible Customers

2010/2011 Fuel Assistance and Weatherization Assistance Program Eligibility

If your income falls within the limits shown below, you may be eligible for direct financial assistance with your heating bills and other energy saving services and products. For more information or to find out if you qualify, call your local Fuel Assistance Agency listed below.

Weekly Income Limits	
Household Size	Maximum Income
1	\$591
2	773
3	955
4	1,137
5	1,319
6	1,501
7	1,535
8	1,569

To apply, call your local Fuel Assistance office:

- **Brockton area:** (508) 588-5440
- **Springfield:** (413) 272-2209
- **Taunton area:** (508) 823-6346
- **Hampden County:** (413) 552-1548
- **Plymouth area:** (508) 746-6707
- **Northampton area:** (800) 370-0940
- **Framingham area:** (508) 620-1230
- **Lawrence area:** (978) 681-4950

Columbia Gas Company's Low Income Gas Rate

Residential customers receiving public assistance benefits may qualify for Columbia Gas's discounted *Low Income Gas Rate* and no-cost energy efficiency improvements. You may be eligible if your Columbia Gas account is in your name and you currently receive one of the following benefits:

- Supplemental Security Income
- Transitional Aid to Families with Dependent Children (TAFDC)
- Food Stamps/SNAP
- Refugee Settlement Benefits
- MA Health
- Commonwealth Care Plan Types 1, 2A or 2B
- Head Start
- Public/Subsidized Housing
- National School Lunch or Breakfast Program
- Mass. Veteran's Benefits (GLC.115)
- Dependency and Indemnity Compensation for Surviving Parents of Veterans (DIC)
- Improved Veterans Disability Pension

Eligibility for the Discount Rate isn't limited to these programs, as other means tested public benefits are also eligible. For question or application information, call:

1-800-882-5454 or visit www.ColumbiaGasMA.com

The Good Neighbor Energy Fund

For customers who do not qualify for fuel assistance or have an emergency situation, you may be eligible for the Good Neighbor Energy Fund, a utility and customer supported fund sponsored by the **Salvation Army**. For information, contact your local Salvation Army at: **1-800-334-3047**. www.magoodneighbor.org

Citizens Energy/Distrigas Heat Assistance Program (CEDHAP)

CEDHAP provides a \$150 credit to natural gas bills for those low income families that have exhausted their federal fuel assistance benefits or individuals ineligible to receive federal fuel assistance but who are unable to pay